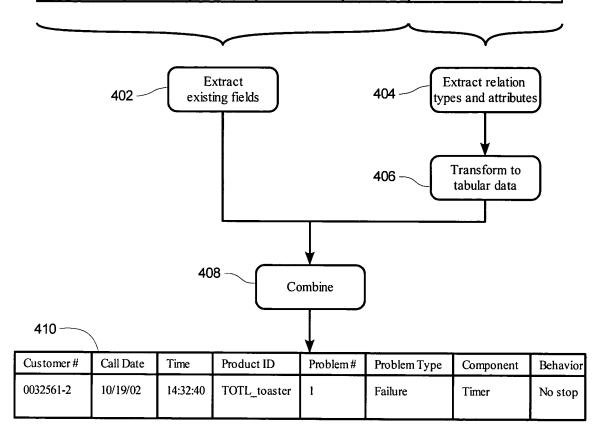


400a	
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Customer#	Call Date	Time	Product ID	Problem#	Notes
0032561-2	10/19/02	14:32:40	TOTL_toaster	1	Customer says timer is defective – won't shut off



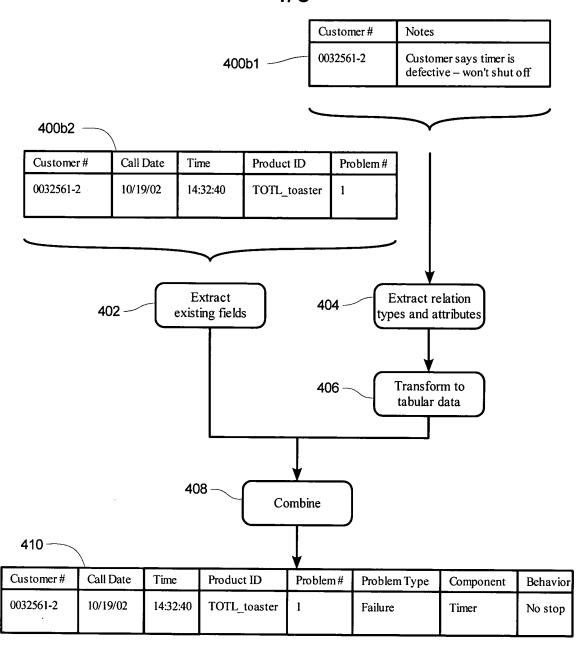


FIG. 5A

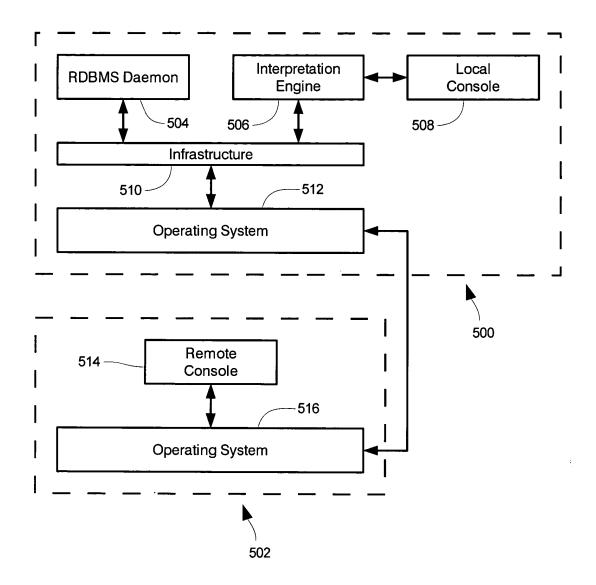


FIG. 5B

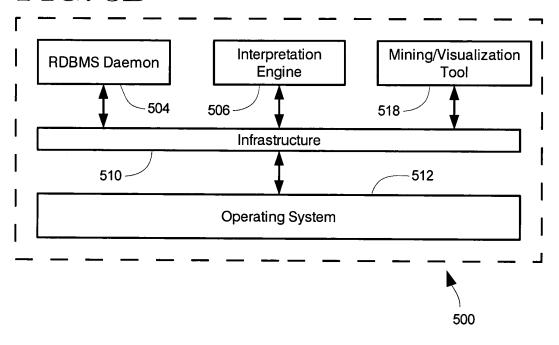


FIG. 5C

